

Express Mail Label No.: EV 334320744 US
Date of Deposit: July 2, 2008

Attorney Docket No.: 27996-133

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION
WITH CUSTOMER SERVICE AGENTS**

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:


Transmitted herewith for filing in the above-referenced patent application are the following documents:

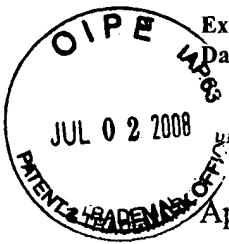
1. Amendment And Response Under 37 C.F.R. 1.116;
2. Return Postcard.

Although Applicants believe that no additional fees are due in connection with this submission, the Director is authorized to charge any deficiencies due, or to credit any overpayment, to the undersigned's account, Deposit Account No. **50-0311** Ref. No. **27996-133**, Customer No. **35437**. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Dated: July 2, 2008


Boris A. Matvenko, Reg. No. 48,165
Attorney for Applicant
Mintz Levin Cohn Ferris Glovsky & Popeo,
P.C.
The Chrysler Center, 666 3rd Ave., 24th Fl.
New York, New York 10017
Tel: (212) 935-3000; Fax: (212) 983-3115



Express Mail Label No.: EV 334320744 US

Date of Deposit: July 2, 2008

Attorney Docket No.: 27996-133

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION
WITH CUSTOMER SERVICE AGENTS**

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:

Transmitted herewith for filing in the above-referenced patent application are the following documents:

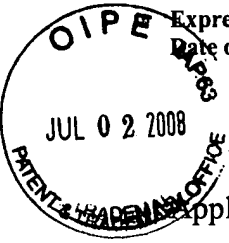
1. Amendment And Response Under 37 C.F.R. 1.116;
2. Return Postcard.

Although Applicants believe that no additional fees are due in connection with this submission, the Director is authorized to charge any deficiencies due, or to credit any overpayment, to the undersigned's account, Deposit Account No. 50-0311 Ref. No. 27996-133, Customer No. 35437. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Dated: July 2, 2008

Boris A. Matvenko, Reg. No. 48,165
Attorney for Applicant
Mintz Levin Cohn Ferris Glovsky & Popeo,
P.C.
The Chrysler Center, 666 3rd Ave., 24th Fl.
New York, New York 10017
Tel: (212) 935-3000; Fax: (212) 983-3115



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE UNDER 37 C.F.R. 1.116

Sir:

In response to the Final Office Action, dated May 2, 2008, Applicant respectfully requests the Examiner to reconsider and withdraw the current rejections in light of the following remarks.

Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.

Conclusion begins on page 13 of this paper.